

Business Requirements for Alternate EVV Data Collection Components

The Ohio Department of Medicaid (ODM) requires in [Ohio Administrative Code \(OAC\) 5160-4-40](#) the use of an Electronic Visit Verification (EVV) system for visit capture for certain home and community-based services. ODM provides an EVV System free of charge for all providers. Non-agency providers are required to use the EVV system provided by the State. However, agency providers can choose to use either the State's EVV System or an Alternate EVV Data Collection Component system (Alt EVV system). If an Alt EVV system is used, it must send all data to the State's Aggregator at least daily.

ODM, Ohio Department of Aging (ODA), Department of Developmental Disabilities (DODD) and Managed Care Organizations (MCOs) pay for Medicaid services subject to EVV requirements. These entities mentioned are not responsible for any costs related to implementation of an Alt EVV system. Agencies that choose to use their own system and/or the vendors providing those systems will be responsible for all costs of implementation, including those related to an interface with the Aggregator.

Agencies must initiate and participate in the [ODM Certification Process](#), including initial contact with the State and its EVV contractor, identification of the Alt EVV vendor, participation in a live system demo for ODM and verification of data transmitted to the Aggregator during testing. An Alt EVV vendor cannot initiate the certification process.

The Alt EVV System must comply with **both** the [Alt EVV Technical Specifications](#) and the Business Requirements below:

1. Alt EVV system must successfully integrate with the Aggregator by completing the ODM certification process.
 - Agencies must initiate the ODM certification process by sending an email to ODMEVV@sandata.com and ohaltevv@sandata.com.
 - ✓ This opens a ticket with ODM and the State's EVV contractor to notify both of agency intent to use an Alt EVV system and obtain technical (test and production) credentials to send visit records to the Aggregator for your agency.
 - ✓ Include the agency name, agency Medicaid provider ID, the name of the individual serving as the primary point of contact, and the phone number of the primary point of contact in the email communication.
 - ✓ Please make sure the email address used to initiate Alt EVV intent is monitored frequently so there are no unintended delays in the certification process.
 - ✓ Agencies may include Alt EVV vendor contacts on the initiation email, as all the communication back and forth related to certification and credentials will occur on this communication.
 - Agencies using an Alt EVV system must complete [Aggregator Training](#) before requesting technical testing credentials from the State's EVV contractor. The contractor will need the training certification before technical testing credentials are provided to the agency and Alt EVV vendor.
 - If the agency is working with an Alt EVV vendor that is not already certified in Ohio, the agency must work with ODM to schedule a live system demonstration of the Alt EVV system.
 - ✓ ODM schedules the demonstration and approves the system. The State's EVV contractor does not participate in the demonstration.
 - ✓ The system demonstration is to ensure EVV required functionality exists as outlined on the [ODM Alt EVV Demonstration Checklist](#).

- ✓ Usability of the system.
 - ✓ Both the agency and the vendor must attend the demonstration meeting
 - ✓ Agencies and vendors can continue through the certification process after requesting the demo but will not be certified until the system is successfully demonstrated and an approval letter is received from ODM.
- Agencies are responsible for timely communication to establish an agreed-upon date for testing and completion of the testing process.
 - Agencies must actively participate throughout the testing process. This includes participation in a live system demo for ODM and verification of data transmitted to the Aggregator during testing.
 - At the conclusion of successful testing, the agency will receive production credentials and work with the State's EVV contractor to establish the date when the agency will begin using the Alt EVV system.
 - If the agency was using the State's EVV solution prior to transitioning to an Alt EVV system, it is the agency's responsibility to use eTrac to arrange for the return of any EVV devices issued to the individuals to whom it provides services, if applicable. For additional information on how to return EVV Devices please reach out to the EVV Provider Hotline at 855-805-3505 or email ODMCustomerCareEmail@sandata.com.
2. Agencies may choose to use multiple Alt EVV systems to send visit details to the Aggregator for a single Medicaid provider ID.
 - Each Alt EVV system must have a unique EVV account and each Alt EVV system must pass the ODM certification and testing processes.
 3. Agencies must maintain compliance with both ODM's EVV Business Requirements and the Alt EVV Technical Specifications.
 - Failure to do so may result in the agency being required to use the State's EVV system until the agency's Alt EVV system is certified.
 - Data integrity is monitored by ODM on an ongoing basis to ensure compliance with the technical specifications and business rules.
 - ODM may require recertification of an Alt EVV system at its discretion. An agency may be required to transition to the State's EVV system if their Alt EVV system fails the required recertification process, until recertification is complete.
 4. The Alt EVV system must assign unique identifiers for all users. In addition, all administrative users who have access to edit and enter visit information in the Alt EVV system must have unique email addresses. An email address that has been used for an employee in the past cannot be used again for a new employee.
 5. The Alt EVV system must use mobile GPS technology to collect GPS coordinates in near real time at the start and end of the visit as the primary method of data collection.
 6. Alternate methodologies must be available for those circumstances when mobile GPS coordinates cannot be captured.
 - At least two alternate methods of visit entry must be offered. One of those methods must be manual visit entry.
 - The collection device must send visit information to the Alt EVV system's storage component in near real time.
 7. Alt EVV systems must send new and edited data for a completed visit in a 'Verified' status (via the Alt EVV technical interface) to the Aggregator within 24 hours of entry.
 - Visits must be in the Aggregator and in a 'Verified' status before billing occurs.

- Incomplete visits and visits with exceptions may also be sent to the Aggregator.
 - All required data elements must be sent in accordance with the Alt EVV Technical Specifications.
 - If data is not sent in a timely manner or in accordance with the technical specifications, ODM may require the agency to use the Sandata system.
8. Alt EVV systems must calculate all exceptions that are calculated by the State's EVV contractor.
- The exceptions must be calculated using logic that is identical to the logic used by the State's EVV contractor.
 - The [list of exceptions](#) can be found in the Alt EVV Technical Specifications and on the ODM webpage.
9. Alt EVV systems must permit agencies to make manual entries and edits.
- Alt EVV systems must collect the [reason code](#) supporting the manual entry and/or edit.
 - Alt EVV systems must maintain an audit trail in accordance with State and Federal law.
 - Visit data collected using an Alt EVV system cannot be modified directly in the State's EVV system, it must be modified/updated in the Alt EVV system.
10. Alt EVV systems must collect an attestation for all manual entries and/or edits confirming the presence of alternate documentation supporting the entry and/or edit in accordance with program policy rules for the service provided. The Alternate EVV system may use a resolution code as described in the Alt EVV Technical Specifications or an alternate method approved by ODM.
11. Alt EVV systems must maintain all records necessary to fully disclose the extent of services provided in accordance with program policy rules for the services provided. The agency must maintain such records for six years from the date of receipt of payment based upon those records or until any initiated audit is completed, whichever is longer.